

## Permitting System Help Guides

### TOPIC: Accela Citizen Access (How to Apply for a Permit)

*Accela Citizen Access (ACA) is the online tool for external public users to check the status of permits, conduct research, and apply for some records online (refer to specific business units for the ability to apply for a permit online). ACA is replacing the current online system Kiva Citizen Access and KivaNet Citizen. The online permitting is currently only available for Planning & Development Services Building Division.*

### Directions:

**Step 1:** Go to the Accela Citizen Access home page located and click the “Apply For a New Permit (Residential – Water Heaters, Gas Line Repairs, & Lawn Sprinklers)” link in the PDS section of the online Portal.

<https://publicservices.sdcounty.ca.gov/citizenaccess/>

The screenshot shows the Accela Citizen Access online portal. At the top right is a search bar with a magnifying glass icon. Below it is a navigation bar with tabs for Home, APCD, Agriculture Weights and Measures, DEH, PDS, and DPW. The PDS tab is highlighted. Below the navigation bar is a welcome message: "Welcome to the County of San Diego's online Portal". To the right of the welcome message is a login box with fields for User Name or E-mail and Password, a Login button, and a checkbox for "Remember me on this computer". Below the login box are links for "I've forgotten my password" and "New Users: Register for an Account". On the left side of the page is a grid of service categories. The PDS category is highlighted with a red border. The PDS category includes links for "Apply For a New Permit (Residential - Water Heaters, Gas Line Repairs, & Lawn Sprinklers)" and "Search Applications".

Search...

Home APCD Agriculture Weights and Measures DEH PDS DPW

Welcome to the County of San Diego's online Portal

This system enables customers of San Diego County to:

1. Research information.
2. View and track the status of your application.

All services will require account creation.

**General Information**  
[Lookup Property Information](#)  
[Search for a Licensee](#)

**APCD**  
[Search APCD Records](#)

**DEH**  
[Search Applications](#)

**DPW**  
[Search Applications](#)

**PDS**  
[Apply For a New Permit \(Residential - Water Heaters, Gas Line Repairs, & Lawn Sprinklers\)](#)  
[Search Applications](#)

**Login**  
User Name or E-mail:  
Password:  
[Login »](#)  
☐ Remember me on this computer  
[I've forgotten my password](#)  
[New Users: Register for an Account](#)

## Permitting System Help Guides

**Step 2:** You will be taken to the online disclaimer page. Here you should read through the General Disclaimer and check that you have read and accepted the above terms and Continue the Application.

**Step 3:** Enter either the property address **or** the assessor parcel number of the property for which you are applying for a permit and click search.

Home
APCD
Agriculture Weights and Measures
DEH
PDS
DPW

[Apply For a New Permit \(Residential - Water Heaters, Gas Line Repairs, & Lawn Sprinklers\)](#) | [Search Applications](#)

### Online Application

Welcome to Agency's Online Permitting System. Using this system you can submit and view information, pay fees, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

**Please "Allow Pop-ups from This Site" before proceeding.** You must accept the General Disclaimer below before beginning your application.

**General Disclaimer**

While the County attempts to keep its Web information accurate and timely, the County neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the County as a result of updates and corrections.


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☒ I have read and accepted the above terms


[Continue Application »](#)

### Parcel

\* Parcel Number:

Use map to select work location: 

[Continue Application »](#)

Save and resume later: 

## Permitting System Help Guides

[Home](#)
[APCD](#)
[Agriculture Weights and Measures](#)
[DEH](#)
[PDS](#)
[DPW](#)
[Apply For a New Permit \(Residential - Water Heaters, Gas Line Repairs, & Lawn Sprinklers\)](#) | [Search Applications](#)

### Residential Alteration or Addition - Plan Check-Permit

**1 Address**

2 Applicant Info

3 Additional People

4 Work Type

5 Review


6

#### Step 1 : Address > Enter the Permit Address

Enter as much of the address as you know and search.

\* indicates a required field.

#### Address

 Use map to select work location: 

Street No.:

Street Name:

Street Type:

--Select--

Search

Clear

Alternatively you may enter the address of the property for which you are applying for a permit.

**Step 4:** Results of the address or assessor parcel number search will display your search criteria. Click the address and corresponding assessor parcel number for the property for which you are applying for the permit.

#### 4 search results returned matching your address

Click any of the results below to view more details.

Showing 1-4 of 4

Address	City	State	Zip	Parcel	
<a href="#">5201 RUFFIN RD, MASTER, 5201 RUFFIN RD*\ SAN DIEGO - DEFAULT CITY SAN DIEGO CA 99999</a>	SAN DIEGO -	CA	99999	369-121-14-00	Click the hyperlinked address (or assessor parcel number) that matches your search criteria and will be the address and assessor parcel number on your permit application. The section you did not search (either Address or Parcel) will be populated with your selection.
<a href="#">5201 RUFFIN RD, MASTER, 5201 RUFFIN RD*\ SAN DIEGO - DEFAULT CITY SAN DIEGO CA 99999</a>	SAN DIEGO -	CA	99999	760-143-45-00	
<a href="#">5201 RUFFIN RD, MASTER, 5201 RUFFIN RD*\ SAN DIEGO - DEFAULT CITY SAN DIEGO CA 99999</a>	SAN DIEGO -	CA	99999	760-226-74-00	
<a href="#">5201 RUFFIN RD, S, MASTER, 05201#S RUFFIN RD*\ SAN DIEGO - DEFAULT CITY SAN DIEGO CA 99999</a>	SAN DIEGO -	CA	99999	760-143-99-00	

## Permitting System Help Guides


**Step 5:** Click Continue Application if the information is correct. If the information populated is incorrect you may clear the fields and research new criteria.

### Address


Use map to select work location: 

Street No.:  Street Name:  Street Type:

### Parcel

Use map to select work location: 

\* Parcel Number:

Save and resume later: 

## Permitting System Help Guides

**Step 6:** Complete Step 2 (Applicant Info > Enter Basic Information) by entering the Owner on Application. Once the fields are completed click Continue Application. Please note all fields marked with as required (\*) must be completed in order to Continue the Application.

### Residential Alteration or Addition - Plan Check-Permit

1 Address 2 Applicant Info 3 Additional People 4 Work Type 5 Review 6

Step 2 : Applicant Info > Enter Basic Information

\* indicates a required field.

#### Owner on Application

Fill in all required fields and any additional information.

\* First: John Middle: Last: Smith

Organization Name:

\* Address: 1234 Main St.

\* City: Mainville \* State: CA \* Zip: 92123-


Primary Phone: 888-888-8888 E-mail: skfjds@jksdfjsdk.com

Clear

At a minimum  
complete all  
required fields

Continue Application »

Click once. Owner on Application information is complete.

Save and resume later: 

**Step 7:** Complete Step 3 (Additional People > Add Permit Professional). This form has three sections, PDS Plan Check Contact, PDS Permit Contact, and Professionals. The user must complete the PDS Plan Check Contact and PDS Permit Contact sections; however the Professionals section should only be filled out if a licensed professional will be performing the work. Please note you can click the clear button to remove all contact information for each section.

If a licensed professional will be performing the work and taking responsibility for the permit please complete the Professionals section. Please select the License Type of "CSLB Contractor" and fill out the State License Number and contact information fields including Name of Business, Address Line 1, City, State, Zip, and Business Phone. All other fields are optional and do not need to be filled out in order to complete your application.

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### Residential Alteration or Addition - Plan Check-Permit

1 Address   2 Applicant Info   **3 Additional People**   4 Work Type   5 Review   6

#### Step 3 : Additional People > Add Permit Professional

\* indicates a required field.

#### PDS Plan Check Contact

Fill in all required fields and any additional information.

\* First:  Middle:  \* Last:   
Organization Name:   
\* Address:   
\* City:  \* State:  \* Zip:   
\* Primary Phone:  \* E-mail:

Clear

All fields with an \* must be completed to continue the application.

This will clear all entries in this section.

#### PDS Permit Contact

Fill in all required fields and any additional information.

\* First:  Middle:  \* Last:   
Organization Name:   
\* Address:   
\* City:  \* State:  \* Zip:   
\* Primary Phone:  \* E-mail:

Clear

All fields with an \* must be completed to continue the application.

This will clear all entries in this section.

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### Professionals

To add a Licensed Professional, enter any search criteria and click the Search button. Then select the Licensed Professional in the list.

\* License Type:

CSLB Contractor

\* State License Number:

12345

\* First:

John

Middle:

\* Last:

Doe

Name of Business:

John Doe Contracting

Business License #:

\* Address Line 1:

1234 River St

\* City:

Anywhere

\* State:

CA

\* Zip:

92123-

Business Phone:

999-999-9999

Mobile Phone:


Fax:

You must always select the license type "CSLB Contractor".

Clear

Continue Application »

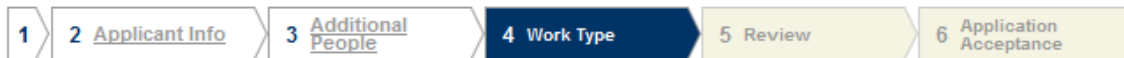
Click Continue Application once all contact and professional information has been added.

Save and resume later: 

## Permitting System Help Guides

**Step 8:** Select a Primary Scope Code and enter the nearest cross street in the Use field. Please note no other edits should be made in this section. Once you have selected a Primary Scope Code and enter the nearest cross street in the Use field. Click Continue Application.

### Residential Alteration or Addition - Plan Check-Permit



Step 4 : Work Type > What work to do

\* indicates a required field.

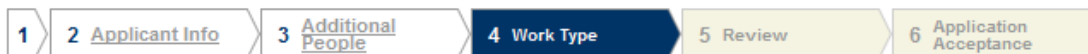
ASI

#### APPLICATION INFORMATION

Primary Scope Code: --Select--  
Use: --Select--  
8015 - ACC - (Online) Plumbing - HRA Water Heater R&R  
8016 - ACC - (Online) Plumbing - HRA Gas Line Repairs  
8017 - ACC - (Online) Plumbing - HRA Sprinkler Inst

Select one of the three Primary scope codes.

### Residential Alteration or Addition - Plan Check-Permit



Step 4 : Work Type > What work to do

\* indicates a required field.

ASI


#### APPLICATION INFORMATION

Primary Scope Code: 8015 - ACC - (Online) Plumbing - HRA Water Heater R&R  
Use: PLEASE ENTER THE NEAREST CROSS STREET:   
DO\_NOT\_EDIT\_BELOW\_THIS\_LINE  
Description of Work: HRA (Online Permit) WATER HEATER REPLACEMENT. NO MODIFICATIONS OR ALTERNATIONS TO spell check

Enter the nearest cross street to the property where the work is to be performed.

Continue Application >

Click here once Primary Scope Code has been selected and nearest cross street entered.

Save and resume later: 



## Permitting System Help Guides

**Step 9:** You now have the opportunity to review the information entered previously and verify everything is correct. If you need to make changes to any section select the edit button for that section and make your edits. If/when all information is correct click Continue Application.

### PDS Plan Check Contact

[Edit](#)

To edit a contact, select a contact name.

John Smith      Primary Phone: 888-888-8888  
1234 Main St      sklfjsdklj@skjfk.com  
Mainville, CA, 92123

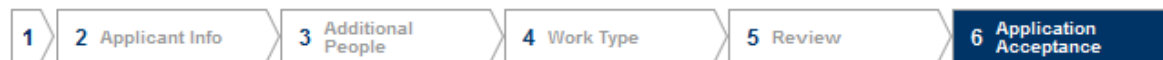
### PDS Permit Contact

[Edit](#)

To edit a contact, select a contact name.

**Step 10:** Your application has now been submitted for review by the County of San Diego. You will be notified via e-mail when the permit has been issued or if the permit cannot be issued and why.

### Residential Alteration or Addition - Plan Check-Permit



#### Step 6 : Application Acceptance



We have received your record application and will be reviewing the information you gave us. Please write down your Record ID for future reference. We will contact you when a decision has been made.

Thank you for using our online services.

Your Record ID is PDS2012-RESALT-000343.

Record ID



CONDITIONS OF APPROVAL 12/11/2012.

Conditions of Approval: WORKER'S COMPENSATION    Severity: Required

Total Conditions of Approval: 42 (Required: 42)

[View additional details](#)

Important information regarding the submittal of your application.

We have received your record application and will be reviewing the information you gave us. Please write down your Record ID for future reference. We will contact you when a decision has been made.

You will need your Record ID to check the status of your application. For Building applications, once you have been notified that your permit has been issued use your Record ID to schedule/check results of inspections, check status, or track other updates.

## Permitting System Help Guides

### **More Information:**

For information directions on how to look up information specific to your record, including viewing conditions of approval, record specific information, contact information, paid and unpaid fees, scheduled inspections and inspection history, project workflow, documents attached to the record, related records, job valuation, and trust account information please see the Accela Citizen Access how to check the status of your record guide.

### **Help Contact:**

If you have additional questions on how to apply for a PDS building application please contact the PDS Building Division.

Planning & Development Services: (800) 411-0017 – Stephanie Nicholas or Scott Gilmore